

**Invitation for Proposals**  
**Mass Community Notification System**  
**Moultonborough, NH**  
**October 8, 2009**



**Karel A. Crawford, Chairman**  
**Board of Selectmen**

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**PLEASE POST**  
**TOWN OF MOULTONBOROUGH**

**Invitation for Bids**

**Community Notification Telephone System**

Sealed proposals for the provision of a so-called Community Notification System will be accepted until 4:00 p.m. on Thursday, October 29, 2009 in the Offices of the SelectBoard, 6 Holland Street, PO Box 139, Moultonborough, NH 03254. They will be opened and publicly read aloud at 7:00 p.m. that day or as soon thereafter as the SelectBoard's agenda allows.

A detailed package with information on the equipment to be delivered, the conditions thereof, and bid forms, is available at [www.moultonboroughnh.gov](http://www.moultonboroughnh.gov) (click on Paid, Volunteer and Contract Openings) or said offices during normal business hours.

Your bid envelope must be marked with the project, item or service being sought, and the date the bids are due. If you send your bid by mail you should put it into a separate sealed envelope, marked as required, inside the mailing envelope to safeguard against it being opened in error. Any questions with respect to this invitation must be received, in writing by mail (above address), fax (603.476.5835) or email ([cterenzini@moultonboroughnh.gov](mailto:cterenzini@moultonboroughnh.gov)), by Carter Terenzini, Town Administrator, no later than 4:00 p.m. on October 22, 2009.

The town reserves the right to reject any and all bids, and waive any minor or non-material informalities, if deemed to be in its best interests.

Karel A. Crawford, Chairman/s/  
Board of Selectmen

Posted: Town Bulletin Boards (7)  
SAU

Advertised: Meredith News & Carroll County Independent 10/08/09 & 10/15/09  
Mailed: Vendors List  
Web: Town; Craigslist; [winnipesaukee.com](http://winnipesaukee.com); NHLGC

## **Scope of Work or Specifications and Conditions**

### **1.) General Description of the Project, Materials and Quantities**

The Town will enter into an agreement for the provision of a web based mass community notification system, operating training, and ongoing technical support and training. There are 4,700+/- year round residents and 175+/- businesses within the community. There is a large second home population which can swell the population by as much as six fold. Even when not in residence, it is important to the community to be able to contact our seasonal residents with storm and public service announcements.

Your proposal price is all inclusive of the equipment, freight to our location, installation, and training as specified herein.

### **2.) Specifications & Certification**

See Exhibit A

### **3.) Delivery Location and Timing**

The program is to be up and ready for training within forty five (45) days of contract execution and “live” within sixty days of contract execution.

### **4.) Term of Contract**

The contract will be for an initial period of three years with, an option, solely at the discretion of the Town, to renew it for a three year period.

### **5.) General Conditions**

a.) For the purposes of entering onto our premises for training our personnel, you must produce a certificate of insurance, naming the town, its officers, employees and assigns, as Certificate Holder and additionally Named Insured, for the following types and levels of coverage:

- Workers Compensation	Statutory
- Automobile and Equipment	\$1 Million/\$2 Million
- Property Damage	\$1 Million/\$2 Million
- General Liability	\$1 Million/\$2 Million

If you use a sub-contractor for any portion of the work you must obtain from them, and provide to us a similar certificate in similar amounts.

b.) Payments will be made within thirty (30) days of the submission of a bill showing conformance with all work requirements.

d.) The term “days” shall mean calendar days.

## **6.) Site Inspection, Questions and Supplements**

No site inspection is required. Any questions with respect to this invitation must be received, in writing by mail at 6 Holland Street, PO Box 139, Moultonborough, NH 03254 (above address), by fax (603.476.5835) or by email ([cterenzini@moultonboroughnh.gov](mailto:cterenzini@moultonboroughnh.gov)), by Carter Terenzini, Town Administrator, no later than 4:00 p.m. on October 22, 2009.

**You are encouraged to submit your questions as early as possible to allow you as much time as possible to incorporate the answers into your proposal!**

**The answers, and any other changes or supplements to this document, will be posted on the Town web site as an Addendum no later than 4:00 p.m. on Monday, October 26, 2009. It is the bidder's responsibility to check and verify any such changes in order to account for them in their proposal.**

## **6.) Bid Due Date and Methods of Delivery**

Proposals will be accepted until 4:00 p.m. on Thursday, October 29, 2009 in the Offices of the SelectBoard, 6 Holland Street, PO Box 139, Moultonborough, NH 03254. They will be opened and publicly read aloud at 7:00 p.m. that evening or as soon thereafter as the SelectBoard's agenda allows.

Your submission envelope must be marked with the project, item or service being sought, and the date the submissions are due. If you send your submission by mail you should put it into a separate sealed envelope, marked as required, inside the mailing envelope to safeguard against it being opened in error.

## **7.) Contract Award**

A 100 point system will be used to weight the proposals.

History and Reputation of Firm:	10 points
Technical Compliance with the Specifications:	60 points
Ease of Use for the Personnel:	10 points
Value Added Features:	10 points
Price Structure:	10 points

## Exhibit A

Eligible proposers must have been in continuous business operations of no less than five years with the proposed system having been in continuous operations for no less than three years in no less than twelve (12) communities, districts, counties, or regional entities.

The following specifications or the equivalent shall be fulfilled, at a minimum for the system.

1. No Hardware, No Software or phone lines shall needed to be purchased by the client.
2. Initial onsite training of no less than four (4) hours for no fewer than twelve (12) personnel. Unlimited off-site training and retraining shall be provided at no additional cost thereafter.
3. No added costs for on-going maintenance, monthly contact updates or software updates, or start-up implementation costs
4. Unlimited user and technical help available 24/7/365 domestically based in multiple time zones across the U.S. Including the Eastern Time zone.
5. Unlimited calls with no additional costs.
6. Unlimited subgroups/calling group lists at no additional costs.
7. Unlimited users with targeted access rights and roles.
8. GIS mapping by radius, polygon or donut.
9. ESRI mapping (or equivalent future substitution) interface compatible.
10. System must be compatible with TDD/TTY technology.
11. Vendor must have Service Level Agreements in place with multiple telecommunications and VOIP providers.
12. System must provide remote access to deliver messages; end user shall be able to access system 24 hours a day -365 days a year via a secure internet portal.
13. System must have the ability to deliver full and complete messages to answering machines and other voice mail devices.
14. System must be web based.
15. Data updates must be provided monthly at no cost.
16. Append GEO Coding data at no cost.
17. Three phone and two email fields shall be provided
18. System must utilize less than 2% of capacity on average daily basis.
19. System must have ASP solution for all calls-Outreach and Emergency.
20. System must be able to make calls with no operator involvement.
21. System must have the ability to select call recipients by geo-coded map interface and from predetermined calling lists.
22. System must be able to launch calls based on a specific radius.
23. System must include residential data at no extra charge as well as allow residents to register cell phones and unlisted numbers through a customized web site.
24. The customized web site must be able to allow residents and visitors to select the duration that they would like to receive alerts.
25. System must perform internal and third party security audits.
26. New features must have seamless launches and be integrated to the client at no cost.
27. System must have redundant mirrored server sights located across all three power interconnect in the United States.
28. System must provide multiple language delivery options.
29. System must attempt to contact each number a minimum of three times.
30. System must be able to re-call non-connected numbers.
31. System must be able to dial at least 1,000 phone numbers per minute.

32. System must interface with the National Weather Service.
33. System must be able to make automated and targeted Weather Warning calls to residences and businesses in Moultonborough, NH. 03254
34. System must use just the Lat/Long Polygon box that is issued from the National Weather Service with their warnings as a target for the systems automated Weather Warning calls.
35. System must provide unlimited Weather Warnings with no price per call charge and allow residents and businesses to select the weather warning they wish to receive and allow them to opt out or add warnings as needed.
36. System must provide real-time calling statistics for every calling project.
37. System must provide the status of every connected and non-connected call, indicating whether or not the call was answered by a live person, answering machine, busy signal or operator intercept and include a list of citizens by name, including phone number, address, city, state and zip code.
38. System must be able to send text messages
39. Vendor shall provide documented evidence of that they have launched over 1 million calls in one 24 hour period to city and county clients.
40. Vendor shall provide documentation that system proposed has been successfully used under “battle tested” conditions

**Town of Moultonborough**

**Mass Community Notification System**

**Proposal Form**

(Please Print or Type)

Name of Bidder: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Contact Person: \_\_\_\_\_  
Telephone \_\_\_\_\_ Fax \_\_\_\_\_  
Email \_\_\_\_\_

**ATTENTION:**

Ms. Karel A. Crawford, Chairman  
Board of Selectmen  
PO Box 139  
Moultonborough, NH 03254

Dear Ms. Crawford:

Having examined the documentation provided with the subject Invitation for Proposals the undersigned proposes to furnish all services as requested in accordance with the subject documents.

The undersigned acknowledges Addenda # \_\_\_\_\_  
(If none, write none).

If I am notified my proposal is accepted within forty five (45) days of the bids having been opened, I will execute a contract for the work within fourteen (14) days thereafter.

I propose to provide the specified services for the following total pricing for all six years:

In Numbers: \$ \_\_\_\_\_

In words: \_\_\_\_\_



Proposal Form  
Page 2

This is broken down as follows:

1.) Year 1: \$ \_\_\_\_\_

In words: \_\_\_\_\_

2.) Year 2: \$ \_\_\_\_\_

In words: \_\_\_\_\_

3.) Year 3: \$ \_\_\_\_\_

In words: \_\_\_\_\_

4.) Year 4: \$ \_\_\_\_\_

In words: \_\_\_\_\_

5.) Year 5: \$ \_\_\_\_\_

In words: \_\_\_\_\_

6.) Year 6: \$ \_\_\_\_\_

In words: \_\_\_\_\_

I understand that the town reserves the right to reject any and all bids, and waive any minor or non-material informalities, if deemed to be in its best interests. I understand that the Town may hold my bid for forty five (45) days prior to awarding a contract.

I certify, under the penalties of perjury, that (1) I have had an opportunity to view the full bid package and am aware it was my responsibility to perform my own due diligence appropriate to submitting this proposal, (2) I am fully authorized to submit this bid, (3) I have not engaged in discussions, negotiations, or collusion with any person to determine what my bid will be and (4) that I, to the best of my knowledge and belief, have paid all taxes, fees, assessments, betterments or other municipal charges that I owe to the Town of Moultonborough or have a payment agreement in place or have filed an appeal over the same.

\_\_\_\_\_  
Signature of Bidder

Corporate  
Seal

\_\_\_\_\_  
Title of Bidder

Signed this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

**Conformance Checklist**  
**pg. 1 of 2**

Item #	Yes	No	
Five Years of Business Operations	_____	_____	<b>Vendor Must</b>
Three Years of Systems Operations	_____	_____	<b>Provide A</b>
Minimum 12 Clients	_____	_____	<b>Detailed Explanation</b>
1	_____	_____	<b>of</b>
2	_____	_____	<b>Any</b>
3	_____	_____	<b>Part</b>
4	_____	_____	<b>of</b>
5	_____	_____	<b>the</b>
6	_____	_____	<b>Specifications</b>
7	_____	_____	<b>It</b>
8	_____	_____	<b>Does</b>
9	_____	_____	<b>Not</b>
10	_____	_____	<b>Comply</b>
11	_____	_____	<b>With</b>
12	_____	_____	<b>or</b>
13	_____	_____	<b>Value</b>
14	_____	_____	<b>Added</b>
15	_____	_____	<b>Features</b>
16	_____	_____	
17	_____	_____	
18	_____	_____	
19	_____	_____	
20	_____	_____	
21	_____	_____	
22	_____	_____	
23	_____	_____	
24	_____	_____	
25	_____	_____	
26	_____	_____	
27	_____	_____	
28	_____	_____	
29	_____	_____	
30	_____	_____	

**Conformance Checklist**  
**pg. 2 of 2**

31	_____	_____
32	_____	_____
33	_____	_____
34	_____	_____
35	_____	_____
36	_____	_____
37	_____	_____
38	_____	_____
39	_____	_____
40	_____	_____